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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

GSC-QF0B-16-32996

Strategic Plans and Policy Support Services

in support of:

Headquarters, United States Air Force, Assistant Chief of Staff for Strategic
Deterrence and Nuclear Integration (HQ USAF/A10)



FEDSIM Project Number AF00772

1.0 INTRODUCTION

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the Statement of Work (SOW) entitled Strategic Plans and Policy Support Services. This plan sets forth the procedures and guidelines the U.S. General Services Administration (GSA) Federal Systems Integration and Management Center (FEDSIM) and the Air Force Strategic Stability and Countering Weapons of Mass Destruction Division (AF/A10-S) will use in ensuring the required performance standards or service levels are achieved by the contractor.

1.1 PURPOSE

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the SOW and the contractor's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the integrated project team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

1.2 PERFORMANCE MANAGEMENT APPROACH

The SOW structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by GSA FEDSIM and AF/A10-S to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the SOW are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

1.3 PERFORMANCE MANAGEMENT STRATEGY

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the SOW. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the SOW. This QASP enables the government to take advantage of the contractor's QC program.

The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The government will make a determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2.0 ROLES AND RESPONSIBILITIES

2.1 Contracting Officer

The FEDSIM Contracting Officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the FEDSIM Contracting Officer's Representative (COR) and the contractor. The FEDSIM CO will designate one full-time FEDSIM COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the FEDSIM CO.

2.2 Contracting Officer Representative

The FEDSIM Contracting Officer's Representative (COR) is designated in writing by the FEDSIM CO to act as his or her authorized representative to assist in administering a contract. FEDSIM COR limitations are contained in the written appointment letter. The FEDSIM COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The FEDSIM COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the FEDSIM CO for action. The FEDSIM COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract

3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS

The required performance standards and/or quality levels are included in Attachment 1, Performance Requirements Summary Table. The contractor's performance against the required service or performance level will be documented by the FEDSIM COR and FEDSIM CO in the Contractor Performance Assessment Reporting System (CPARS).

4.0 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are:

- a. Random monitoring, which shall be performed by the FEDSIM COR.
- b. 100% Inspection – each month the FEDSIM COR shall review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- c. Periodic Inspection – the FEDSIM COR typically performs a periodic inspection on a monthly basis.

4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the FEDSIM COR as opposed to the contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the FEDSIM COR. The FEDSIM COR will accept those customer complaints and investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation, identified in Attachment 3.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.3 Acceptable Quality Levels

The acceptable quality levels (AQLs) included in Attachment 1, Performance Requirements Summary Table, for contractor performance are structured to allow the contractor to manage how the work is performed while providing negative incentives for performance shortfalls. For certain critical activities such as those involving the Analytical Support Status Accreditation (ASSA) documentation, the desired performance level is established at 100 percent. Other levels of performance are keyed to the relative importance of the task to the overall mission performance at AF/A10-S.

5.0 QUALITY ASSURANCE DOCUMENTATION

5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the SOW and assessed using the performance monitoring techniques shown in Attachment 1.

5.2 Monitoring Forms

The government's QA surveillance, accomplished by the FEDSIM COR will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required results and performance standards/quality levels are being achieved.

The FEDSIM COR will retain a copy of all completed QA surveillance forms.

6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

6.1 Determining Performance

Government shall use the monitoring methods cited to determine whether the performance standards /AQLs have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

6.2 Reporting

At the end of each month, the FEDSIM COR will prepare a written report for the FEDSIM CO summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives.

6.3 Reviews and Resolution

The FEDSIM COR may require the contractor's Project Manager, or a designated alternate, to meet with the FEDSIM CO and other government IPT personnel as deemed necessary to discuss performance evaluation. The FEDSIM COR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the FEDSIM COR as often as required or per the contractor's request. The agenda of the reviews may include:

- a. Monthly performance assessment data and trend analysis.
- b. Issues and concerns of both parties.
- c. Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis.
- d. Recommendations for improved efficiency and/or effectiveness.
- e. Issues arising from the performance monitoring processes.

The FEDSIM COR must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

The FEDSIM COR and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks/Deliverables)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance
Project Management Plan (PMP) (TO Section C.5.1.3)	PMP submitted and updated in accordance with Task Order and is complete and accurate.	98%	100% Inspection/review of documents
Monthly Status Report (MSR) (TO Sections C.5.1.2, C.5.2.2, and C.5.2.5)	MSR submitted in accordance with Task Order and is complete and accurate.	95%	100% Inspection/review of documents
Travel Authorization Requests (TARs) and Trip Reports (TO Sections H.11.2 and C.5.1.7)	TARs submitted at least five business days in advance of the requested travel departure. Trip Reports provided no later 5 workdays after trip completion. TARs and Trip Reports are accurate with no errors or corrections required.	95%	100% Inspection/review of documents
ASSA Documentation (TO Section C.5.1.9)	ASSA documentation is completed, accurate, and submitted to the FEDSIM COR at the Task Order Kick-Off Meeting.	100%	100% Inspection/review of documents and customer complaints
Deliverables (TO Section F)	TO deliverables are submitted on-time and are accurate.	95% with any issues resolved within 5 workdays and no slips in schedule.	100% Inspection/review of documents
Invoices – Cost Plus Fixed Fee (CPFF) Labor Submission	CPFF labor invoices are accurate (i.e., amounts, backup documentation); are submitted in accordance with TO Sections G.1.3 and G.1.4; and, are submitted no later than two months after the work is performed.	95%	Monthly surveillance/inspection

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Required Services (Tasks/Deliverables)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance
Invoices – Cost Reimbursable (Travel and Equipment, Materials, and Other Direct Costs) Submission	Costs incurred for Travel and Equipment, Materials, and Other Direct Costs are accurate (i.e., amounts, backup documentation); are submitted in accordance with TO Sections C.1.3 and C.1.4; and, are submitted no later than two months after a trip is taken or a purchase has occurred.	95%	Monthly surveillance/inspection
Quality of Service – the contractor conforms to overall Task Order requirements.	Any documented discrepancies, issues, or customer complaints are resolved within 5 workdays and do not result in a schedule slip.	98%	Monthly, periodic, and random surveillance/inspection and customer complaints.

ATTACHMENT 2

SAMPLE QUALITY ASSURANCE MONITORING FORM

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

ATTACHMENT 3

QUALITY ASSURANCE MONITORING FORM – CUSTOMER COMPLAINT INVESTIGATION

SERVICE or STANDARD:

SURVEY PERIOD: _____

DATE/TIME COMPLAINT RECEIVED: _____ AM / PM

SOURCE OF COMPLAINT: _____ (NAME)

____ (ORGANIZATION)

____ (PHONE NUMBER)

_____ (EMAIL ADDRESS)

NATURE OF COMPLAINT:

RESULTS OF COMPLAINT INVESTIGATION:

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT: _____ AM / PM

CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:

RECEIVED AND VALIDATED BY: _____

PREPARED BY: _____ **DATE:** _____